

FAQS FOR ATTORNEY, TRUSTEE AND CREDITOR FILERS

1. ***For Microsoft Word users preparing a MATRIX:*** If you are preparing your **matrix** using Word and saving it in a text format, please bypass the Rich Text Format option (.rtf) and select the Text No Formatting option (.txt). Your matrix upload will encounter fewer errors. A matrix in .rtf will upload, but may encounter errors and is not recommended.
2. ***For Corel WordPerfect users preparing a MATRIX:*** If you are preparing your **matrix** using WordPerfect and saving it in a text format, please select the ASCII (DOS) Text option (.txt). Your matrix upload will encounter fewer errors. A matrix in .rtf (Rich Text Format) will upload, but may encounter errors and is not recommended.
3. ***To Add Creditors or File a matrix upon conversion of a case:*** When adding more than one creditor to a case, you can use the Upload Creditor Matrix option to add **only the additional creditors**. If you have one or two creditors, you may wish to add individual creditors, rather than upload a matrix. If you choose Upload Creditor Matrix, **do not upload the full matrix for the case. Upload only the additional creditors, even for converted cases.** The matrix upload will not replace the existing matrix; it will only add to it. **REMEMBER:** You must docket your pleading to add creditors when you upload a matrix with additional creditors. (Motion and Notice to add creditors in a Chapter 13 case; Notice of Added Creditors in a Chapter 7 case; Amendment to Schedules to Add Creditors).
4. The menu options change to meet the needs of our users. Be sure to refresh your screens regularly to view all events.
5. **Debtor Change of Address:** Docket the Notice of Change of Address (Bankruptcy Events – Other/Notices) and attach the Notice.pdf. The Clerk's Office will change the address.
6. **Notice of Creditor Address Change:** Docket the notice of correct creditor address change using one of the following options:
 - a. Bankruptcy Events – Creditor Utilities; or
 - b. Bankruptcy Events – Other/Notices

After docketing the notice and attaching the .pdf, go to Creditor Maintenance and add the creditor at the correct address. The Clerk's Office will delete the incorrect address.

7. **Notice to Governmental Units:** If an agency of the State of Tennessee is listed as a creditor, the State Attorney General's Office must be added to the matrix at the address included in our Local Rules of Court. If an agency of the United States is listed as a creditor, the United State Attorney must be added to the matrix in the following format:

US ATTORNEY FOR (name of agency)
110 Ninth Avenue South, Suite A961
Nashville, Tennessee 37203

8. **9013-1 Motions:** File a 9013-1 motion, NOTICE, draft order and certificate of mailing (if attached) in one event using the **9013-1 Motions Menu**. You do not need to file the NOTICE separately. For filing a NOTICE of proposed agreed order or an amended NOTICE (without an amendment to the motion), use the 9013-1 Notice menu.
9. **Certificates of Mailing/Service:** The matrix attached to a certificate of mailing/service is attached during the docketing of the certificate in .pdf format. It is not uploaded. A matrix is filed in .txt format to add creditors to the mailing matrix only.
10. **Agreed Orders in Chapter 13 cases:** After 12:00 Noon, Wednesday, September 29, 2004, The Chapter 13 Trustee will not accept any Agreed Orders submitted for the Trustee's signature other than those submitted in .pdf format via email. The e-mail to the Chapter 13 Trustee must include a copy of all e-mail permissions from other attorneys signing the order authorizing the Trustee to affix their electronic signature and to file the order. E-mail orders for the Chapter 13 Trustee's signature to: aoecf@ch13nsh.com. The **subject line must** contain the words, "Agreed Order" followed by a space, followed by "Bk#" and the seven digit case number, a space, and the debtor's surname:

Agreed Order Bk# 04-01234 Jones

11. **Opening Chapter 13 cases:** Henry E. Hildebrand, III, serves as the Standing Trustee for all chapter 13 cases filed in this district. He needs to be appointed to the case during case opening in order to assign a Judge. If your case upload software has not added this step, you will not be able to assign a Judge but you can continue to use the case upload feature of your petition preparation software. The Judge will be assigned overnight by the Clerk.
12. **Reports and Query:** In order to run reports or view docket entries other than an entry included in an e-mail Notice of Electronic Filing, you must have a valid PACER account.

13. **Case Opening for a Joint Case:** When opening a new bankruptcy case with joint debtors, the first party selection is Type DEBTOR, the second party selection is JOINT DEBTOR. *Both debtors cannot have the same role type.* One must be debtor and the other joint debtor. Traditionally, the husband is the debtor and the wife is the joint debtor, for consistency in case processing.
14. **Docketing the notice of or motion to Convert:** The docketing of a notice of conversion from 13 to 7, or the docketing of any motion to convert, does not automatically convert the case. The Clerk's office will process the conversion.
15. **Docketing Motions for Relief from Co-Debtor Stay:** The co-debtor stay event is a 9013-1 Motion event titled "Relief from Co-Debtor Stay."
16. **Adversary Proceedings – docketing a complaint and opening a case:** Docketing a complaint will **not** open an Adversary Proceeding. To open an Adversary Proceeding and receive an Adversary Proceeding number, you must use the Open AP Case event in the Adversary Events Menu. Part of the Open AP Case event provides for the docketing of the Complaint.
17. **Adversary Proceedings – Parties:** Parties must be a Plaintiff type and a Defendant type and there must be at least one of each. Party designations in the main case such as Debtor, Trustee, or Creditor, do not apply in an Adversary Proceeding.
18. **Open MP Case:** An "MP" case type is a miscellaneous proceeding opened for registration of a judgment from another district or to quash a subpoena issued for a case not in the Middle District of Tennessee.
19. **Submitted Orders:** To submit an order for signature, the order must be in .pdf format. Instructions for submitting order are on our website at www.tnmb.uscourts.gov.